

It's Time to Move

I just received my PCS orders and I need to know what to do to get my goods moved to the next duty station?

If on active duty, you may ship personal property anytime after receipt of permanent change of station orders. One exception to this is Overseas Orders. You must have at least 12 months remaining on your OCONUS assignment AFTER the estimated delivery date of your HHGs. The earlier you call or visit your transportation office, the greater your chances of moving on the date you desire. Delaying the call or visit only creates hardships for everyone.

The Army, Navy, Air Force, Marine Corps and Coast Guard operate transportation offices. Regardless of which branch of service arranges your move, you will get the entitlement and service authorized by your branch of Service.

Your origin transportation office is your first point of contact when questions or problems about the movement of your personal property arise prior to shipment.

How do I find the phone number to my transportation office?

Your first step should be the local Base Telephone Directory or the "Blue Pages" of the local phone book. If you have Internet access, the FISCs (Norfolk, Jacksonville, San Diego, Puget Sound, Pearl Harbor, and Yokosuka) all have local Household Goods Web sites. There are links out of this NAVSUP Web site ... just look at the bottom of the page for direct links. If unable to locate the number, give us a call at the NAVSUP Household Goods Helpline at 1-800-444-7789 Monday through Friday from 0800-1700 ET.

How far in advance do I need to set up an appointment for HHG shipment?

The key here is "the sooner, the better" ... as soon as you have orders, visit the PPSO. Most people prefer to move during the summer months. This creates shortages of drivers, packers, helpers as well as trucks and warehouse space. Because of this added competition for service, most van lines are saturated (all trucks and crews booked) during many of the days, which causes added stress for all. The better we plan and book shipments as far ahead as possible, the better our chances are for success. This allows the carrier, as well as our customers, to plan for successful moves. This busy time is referred to as peak Season, usually May through August. Most commands are in competition with other military activities as well as both the commercial market and the corporate market. During Peak Season many Personal Property Offices require 30 days from counseling date to set up a shipment, often during non-peak time many shipments can be scheduled within 10 days of counseling. Be prepared to give your Personal Property entitlement counselor: Alternative pack/pickup dates just in case the dates you want are not available. Accurate contact phone numbers and in route point of contact phone number/address.

Where do I start to make a move?

Your transportation office will make all arrangements necessary to schedule packing and pickup of your household goods, so making an appointment with the transportation office is Step One. Be prepared when you go to your transportation office to have:

Copies of your orders (and amendments/endorsements) for each type of shipment planned (household goods, non-temporary storage, unaccompanied baggage, etc.)

An idea of when you want to move. Be as flexible as possible. You will be asked to select a packing and pickup date. During some periods, especially the summer, the date(s) you prefer may not be available. If at all possible, do not schedule pickup; lease termination, or house sale closing on the same date. Leave some time in your schedule for the unforeseen.

The date you plan to arrive at your new duty station. The counselor uses this date to determine the required delivery date of your shipment(s). For example, if you know you can't accept a shipment for three months, don't ask for delivery in one month.

An idea of the types of shipments you expect to make and the estimated weight of each.

A list of large or unusual items (piano, pool table, china cabinet, wall unit, satellite dish, hot tub, boat, jet ski, motorcycle, golf cart, hang glider, moped, four wheeler, etc.).

If I am on a sea tour, what does my spouse need to take to the PPSO to arrange for our move?

If you are unable to visit the transportation office, you may appoint your spouse or an agent to act on your behalf. A letter of authorization signed by you or a power of attorney is required along with the orders. Be sure the person you choose knows what you want and has all the information to make the right arrangements. Remember that this person is acting for you, and you are responsible for that person's decisions.